Support & Warranty

Your Jiose printer is covered by a one-year warranty.

We guarantee your utmost satisfaction on our Label Printer. If for any reasons the printer did not work as expected, please kindly contact Jiose priority customer service to promptly receive further assitance. We will repond to your email or messages within 24 hours.

Jiose Email: support@jioseprinter.com

Jiose Whatsapp: +852 6234 7761

Jiose Skype: +852 6234 7761

Jiose Tel: +1 571-491-6945
Support hours: Weekdays 10am – 7pm pst

For how-to videos, parts, and FAQ pro, please visit :
www.jioseprinter.com

Jiose

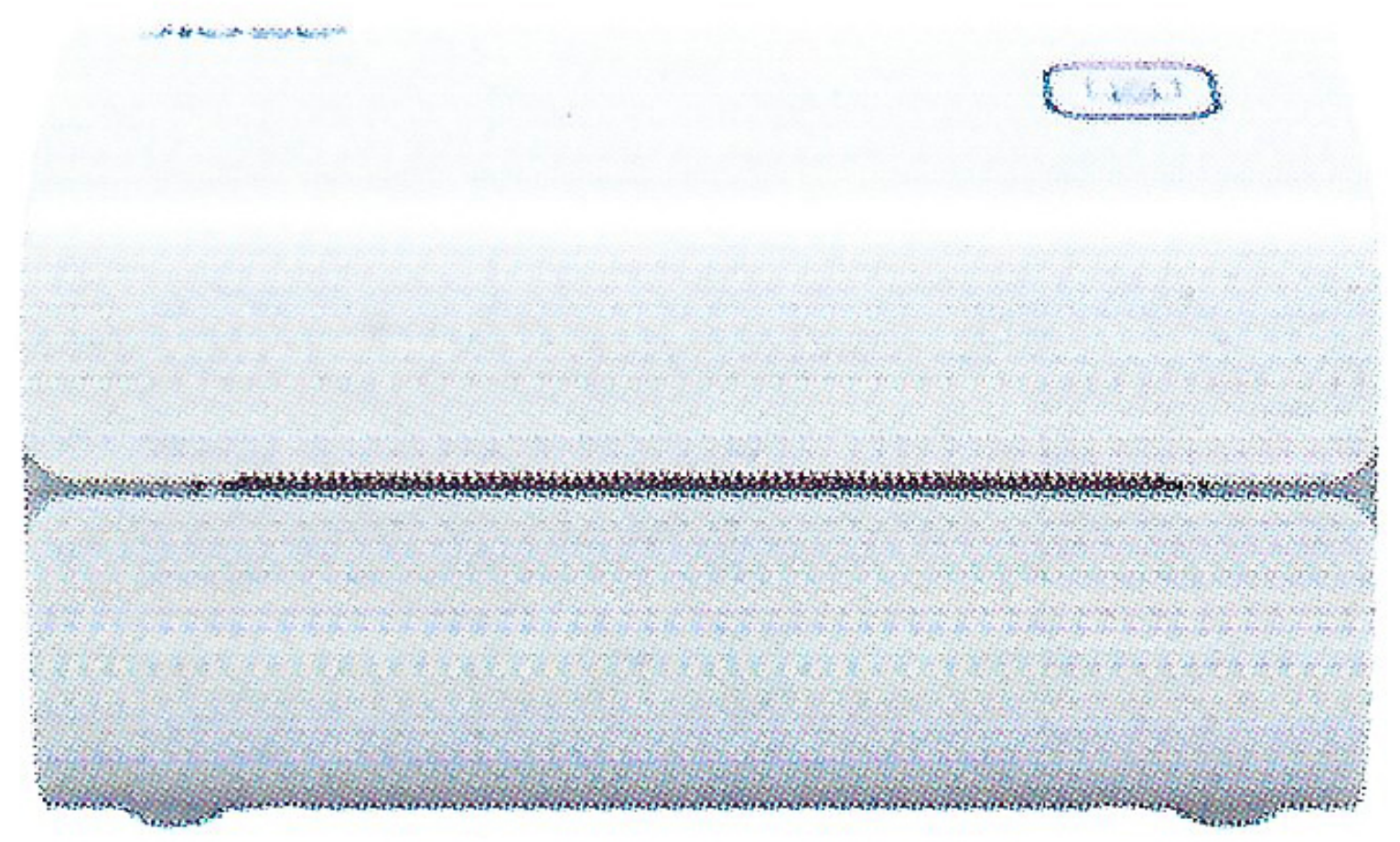
Logistics Label Printer

USER GUIDE

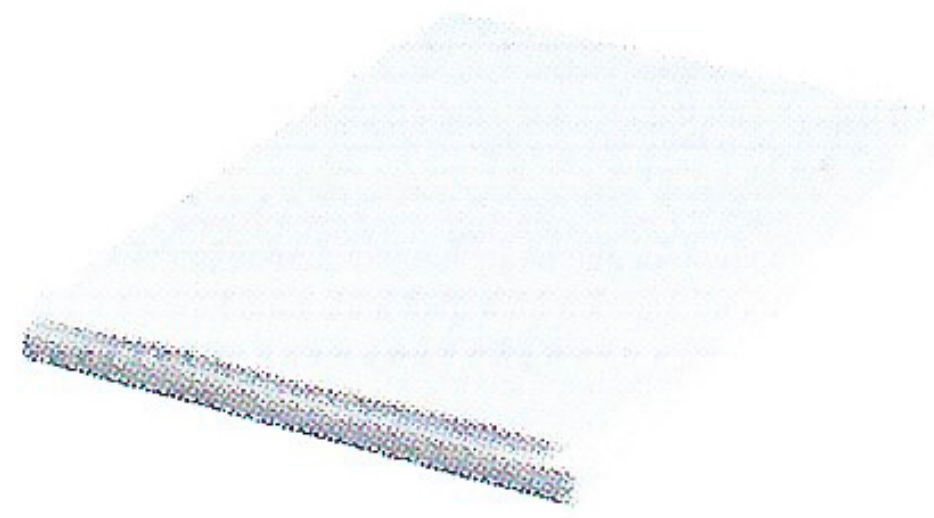
www.jioseprinter.com

Package Contents

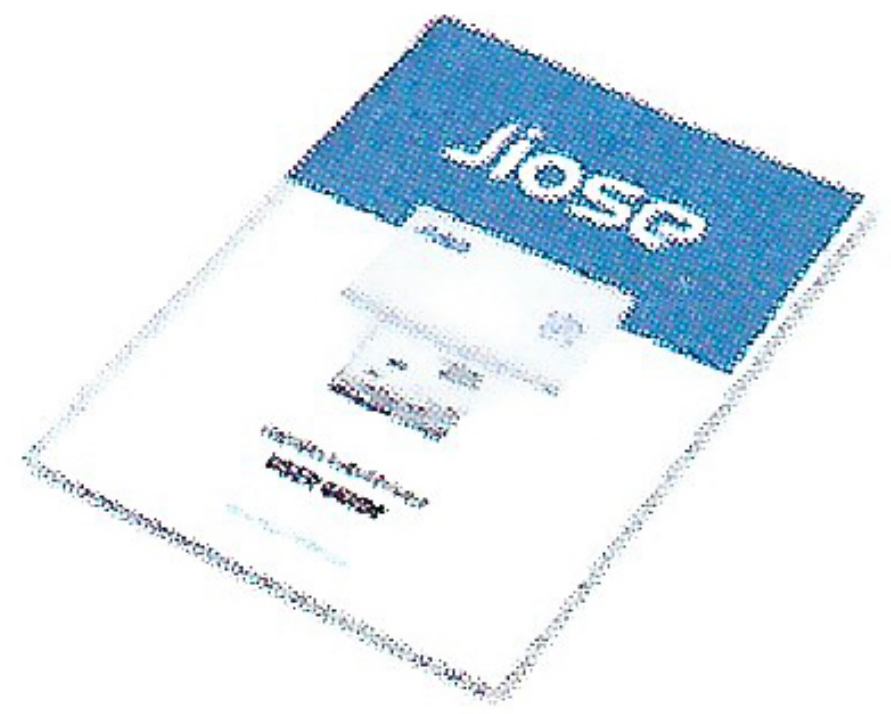
Check that the package contains the following items before using the Label Printer. If any item is missing or damaged, please contact us.



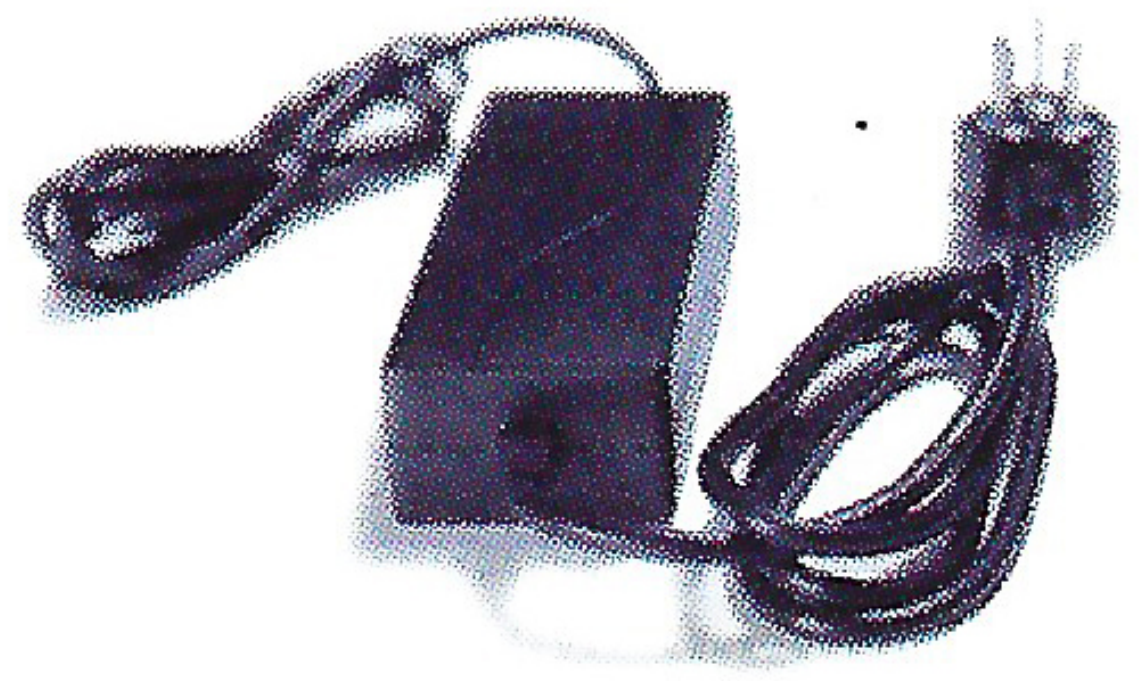
Label printer



Fan-fold labels



User Guide



Power adapter

USB cable

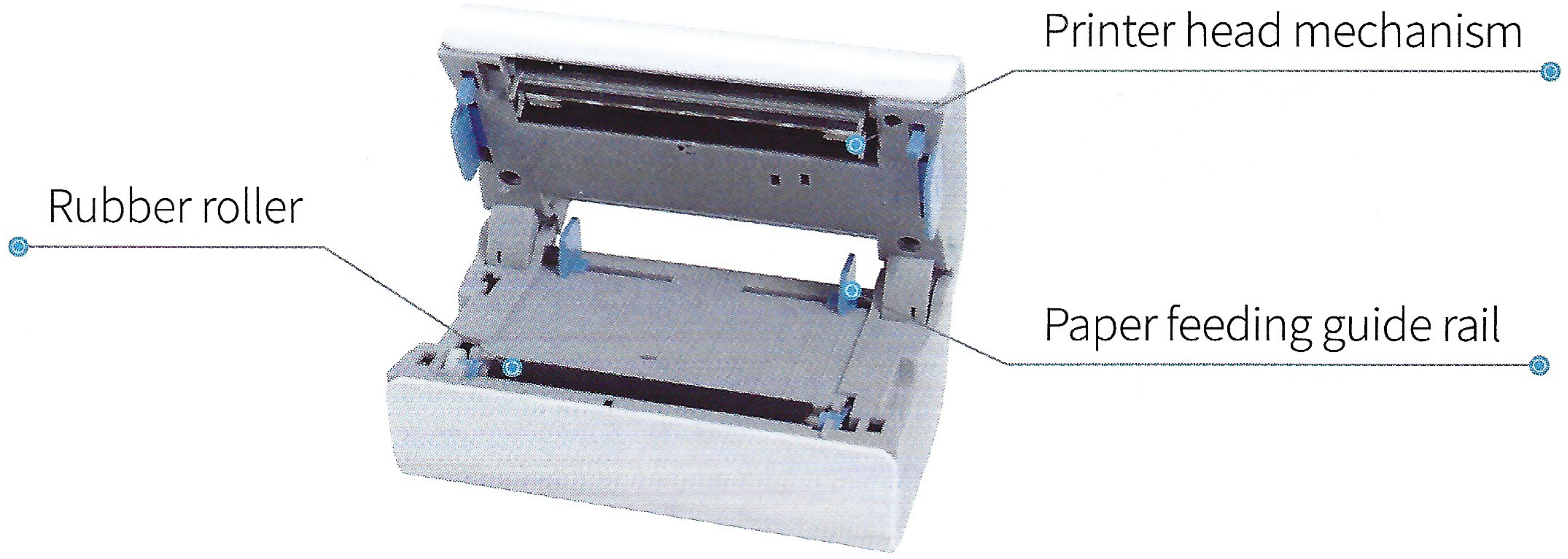
U disk

▶ Note

The U disk contains the *Driver* with *Installation Guide*, *Printing Setup Guide*, *Shipping Label Printing Guide* for Windows/MacOS user.

Machine Components

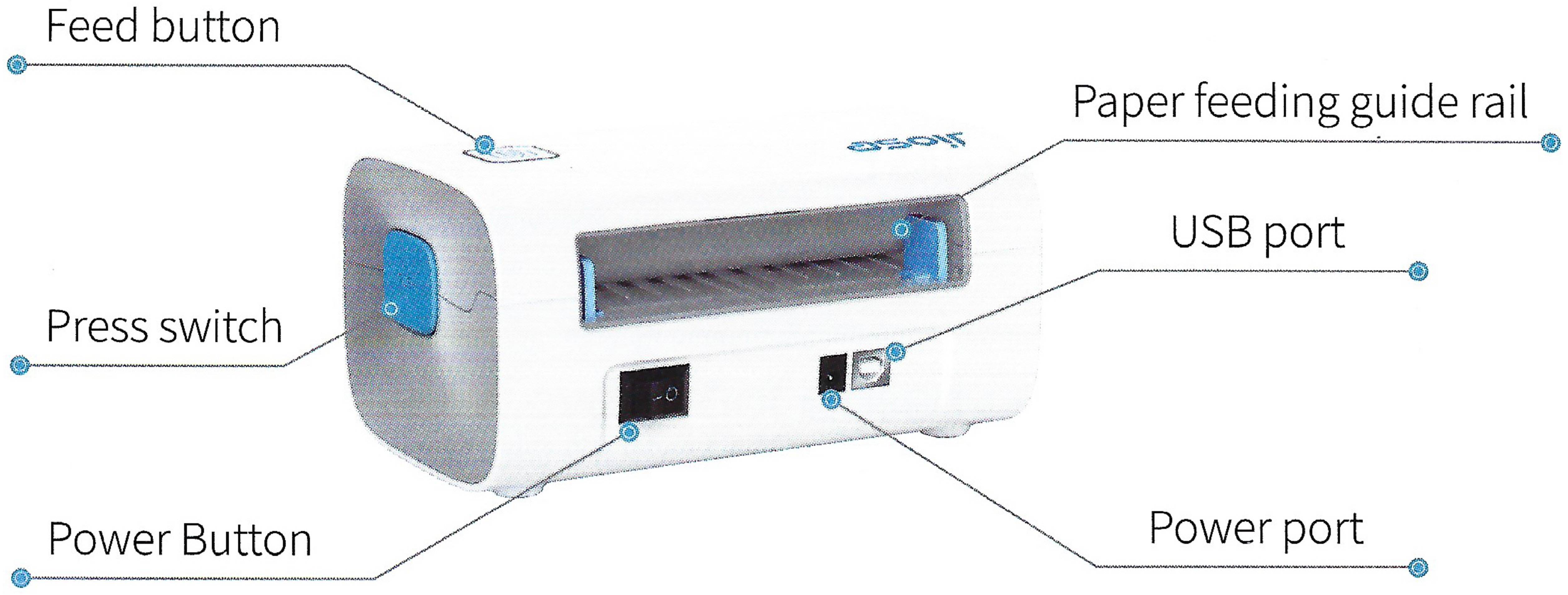
- Inner View


Printer head mechanism
Rubber roller
Paper feeding guide rail

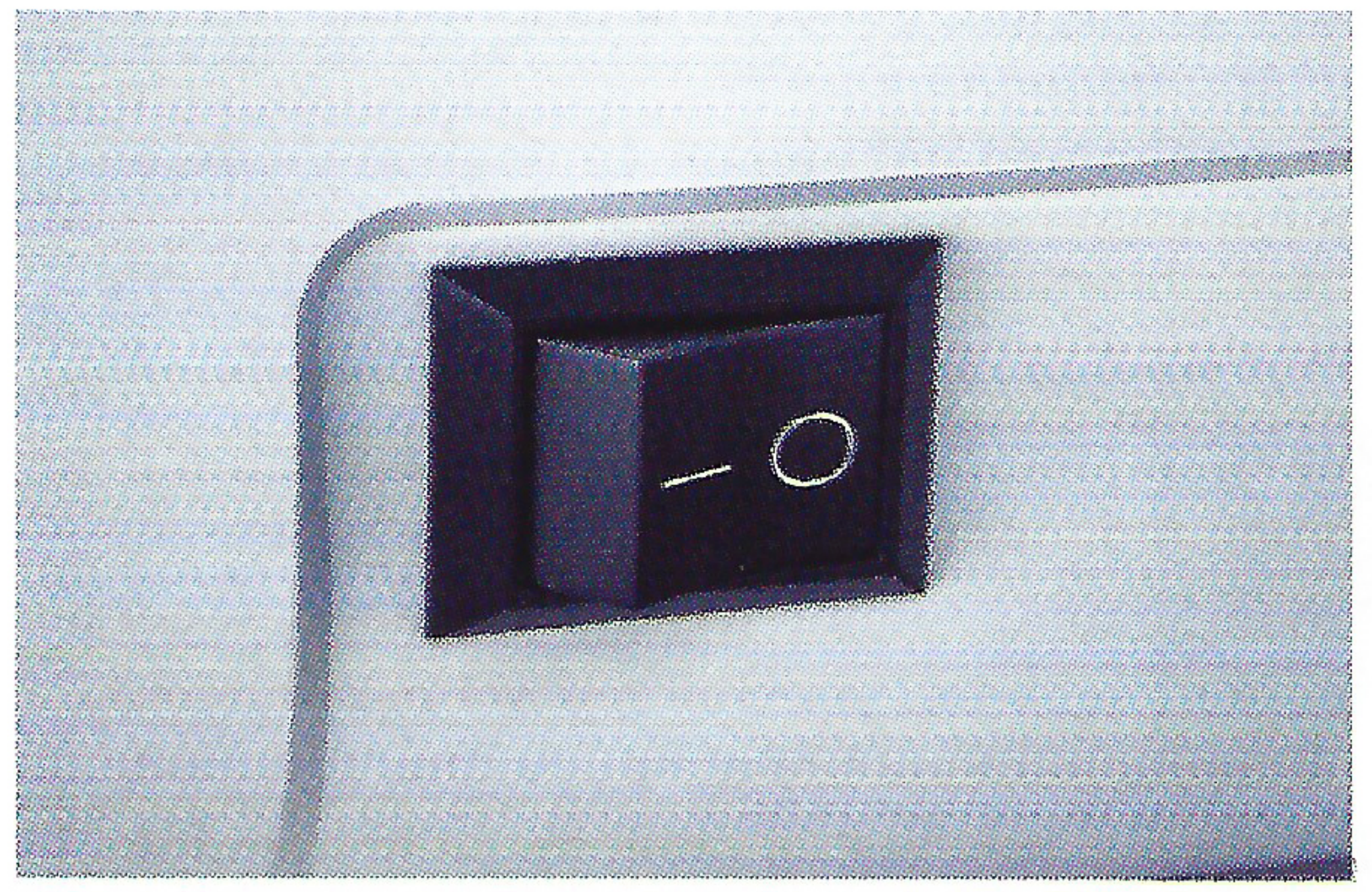
▶ How-to Open:

Press the both Push Buttons on the side at the same time to open the printer.

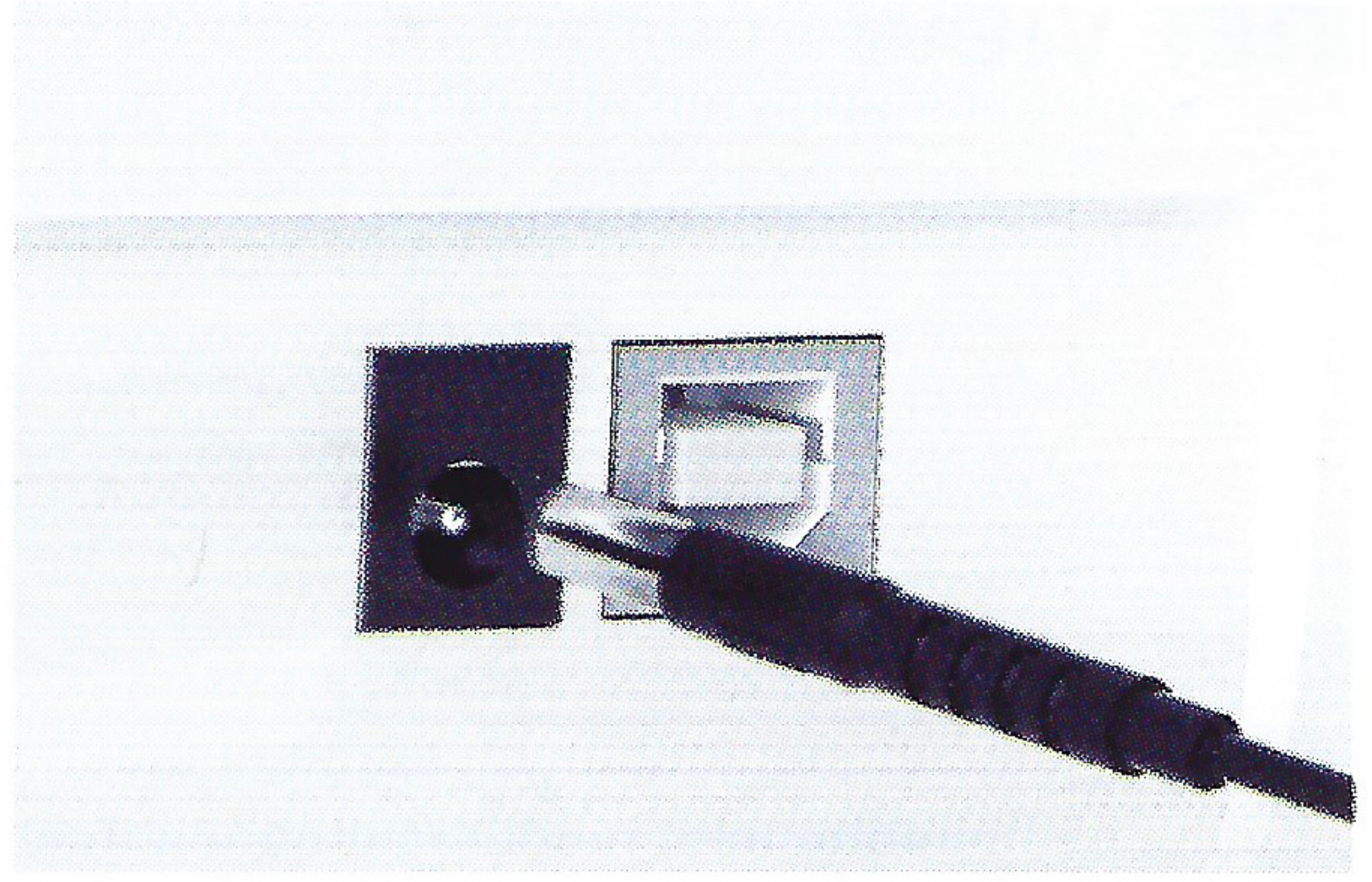
- Rear View


Feed button
Paper feeding guide rail
USB port
Press switch
Power Button
Power port

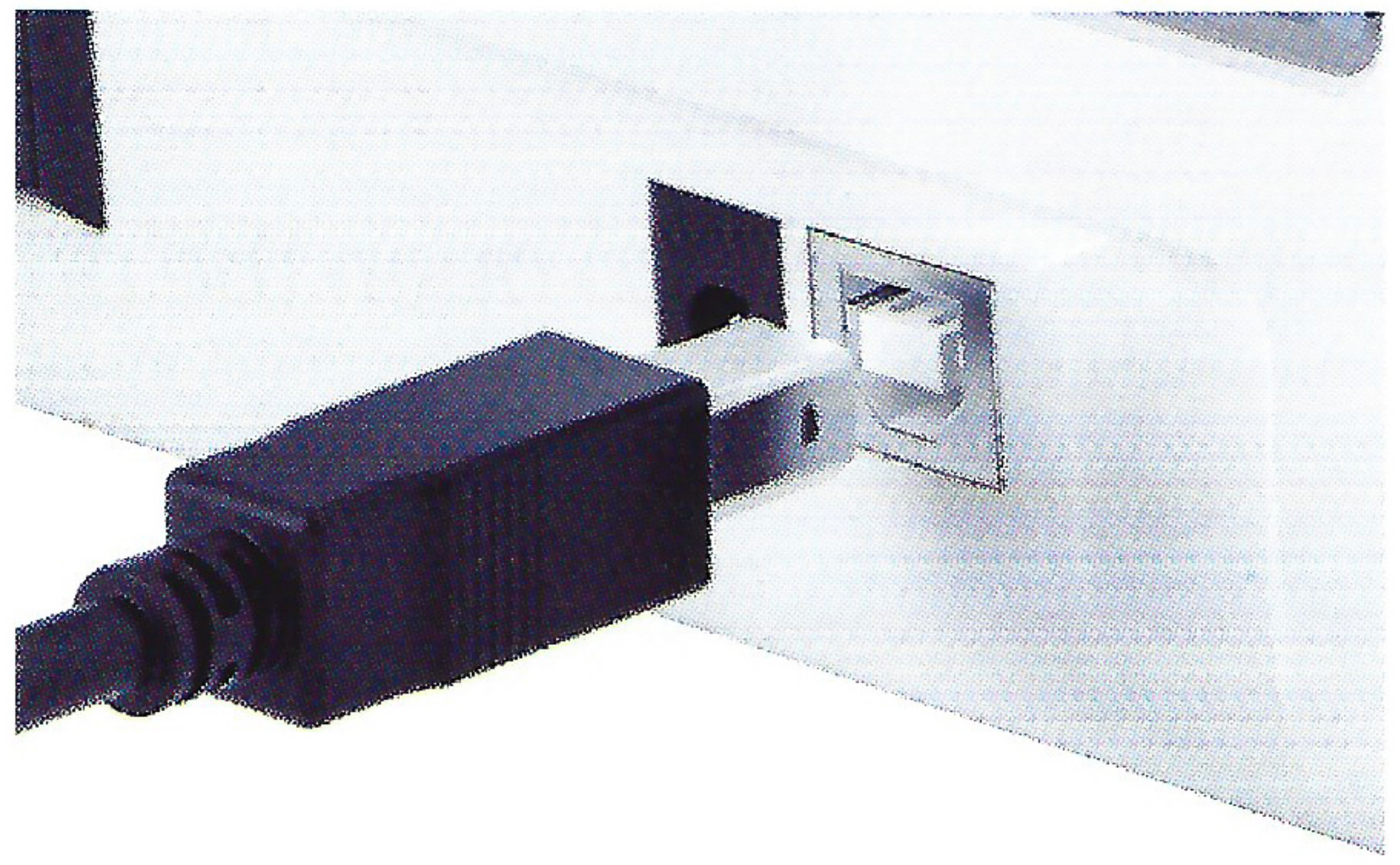
Connect to Computer



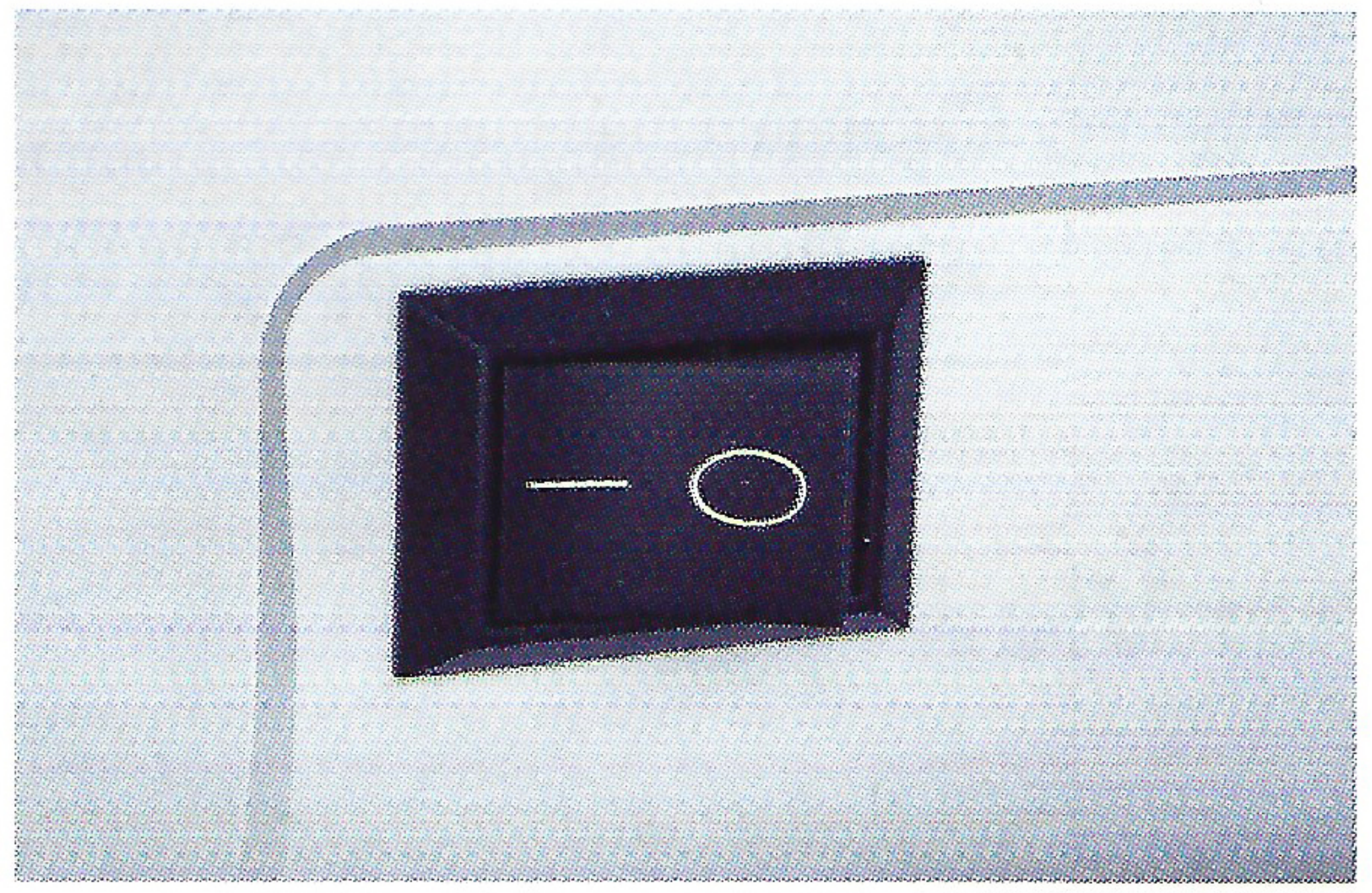
1. Ensure the Printer is OFF (O=OFF)



2. Connect the power cable
(Make sure your adapter connect to the power cable with tighter (no loosing).)



3. Connect the USB cable
(If your computer is a Type-C interface, please use a Type-C USB cable or USB-C to USB Adapter.)



4. Turn the power ON (I=ON)

▶ Warning

Make sure the printer is OFF (O=OFF) before plugging in the power cable. Otherwise, it will affect the service life.

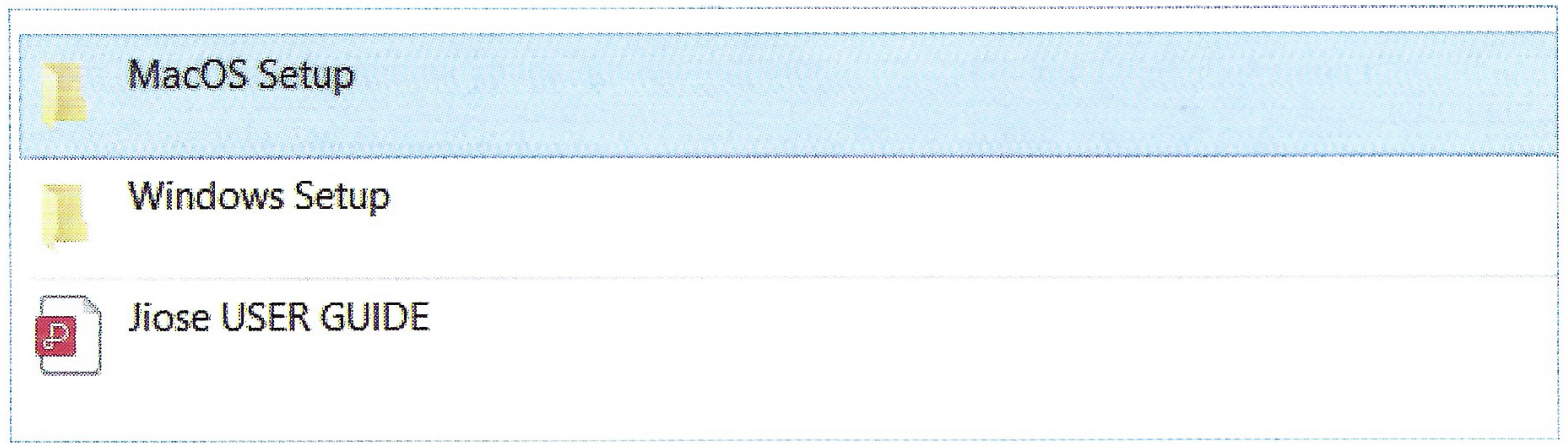
LED Status

Light	Description	Troubleshoot
Blue	Normal operation	
Flashing Blue	Printer head is overheated	Printer will automatically resume once the printerhead has cooled down.
Flashing Red (every 2 seconds)	Paper shortage	Be sure that the printer paper is loaded correctly. You may need to run the Automatic Label Identification
Flashing Red (twice every second)	Cover is not closed	

Driver Installation & Printing Setup Guide

For MacOS / Windows

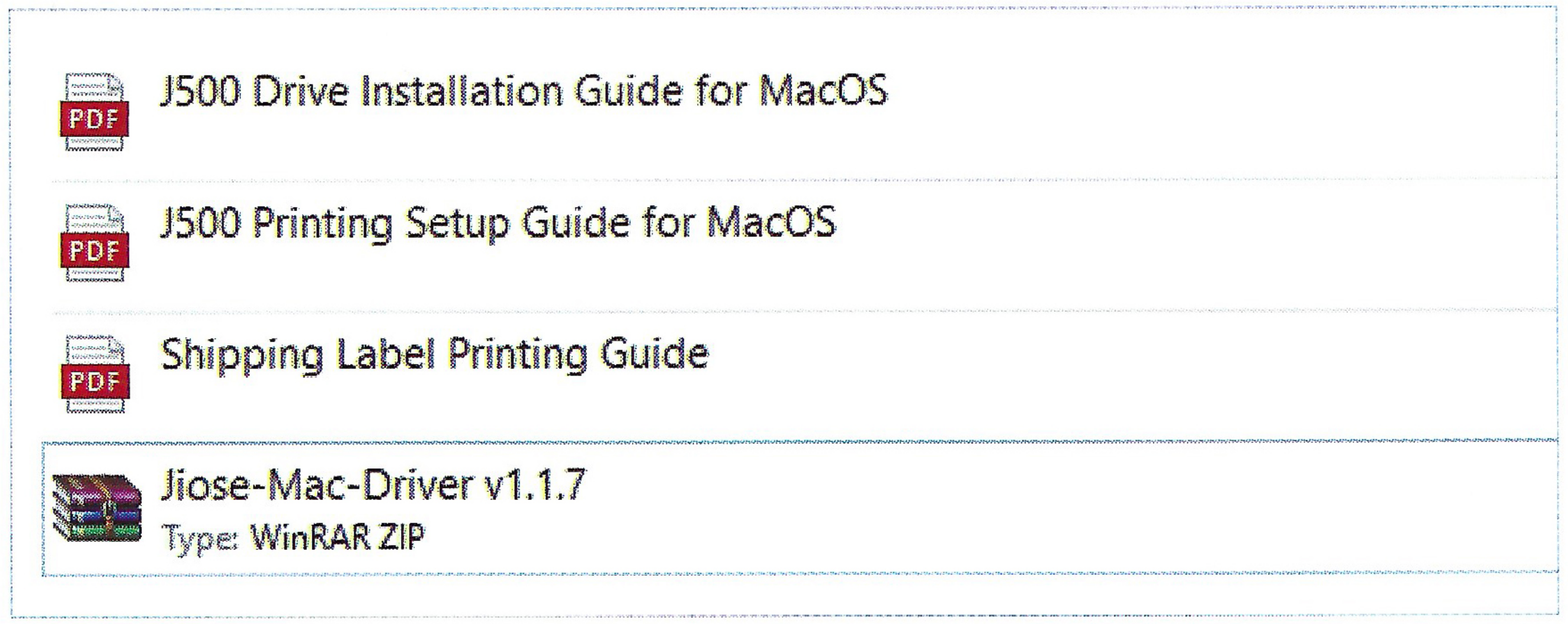
Insert the U disk that came with the package, and open the corresponding folder to install the driver according to the *Installation Guide* (or visit our website www.jioseprinter.com to get it).



MacOS Setup
Windows Setup
Jiose USER GUIDE

> **▶ Note**
> Make sure the label printer is connected to your computer with the USB cable and turn ON ((I=ON) **before installation.**

The *Printing Setup Guide* and *Shipping Label Printing Guide* are also contained in the U disk for your reference, please check.



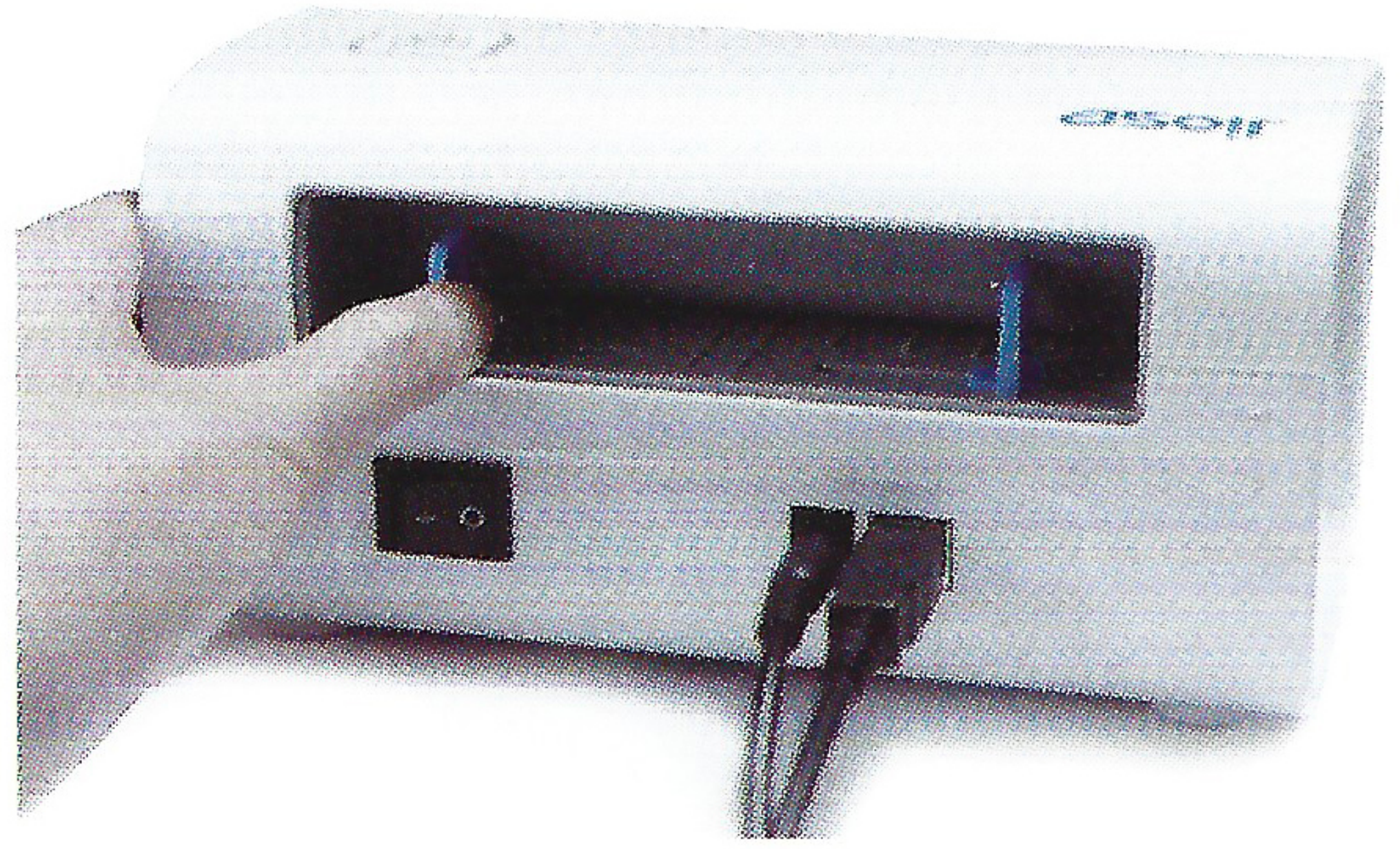
J500 Drive Installation Guide for MacOS
J500 Printing Setup Guide for MacOS
Shipping Label Printing Guide
Jiose-Mac-Driver v1.1.7
Type: WinRAR ZIP

Label Setup

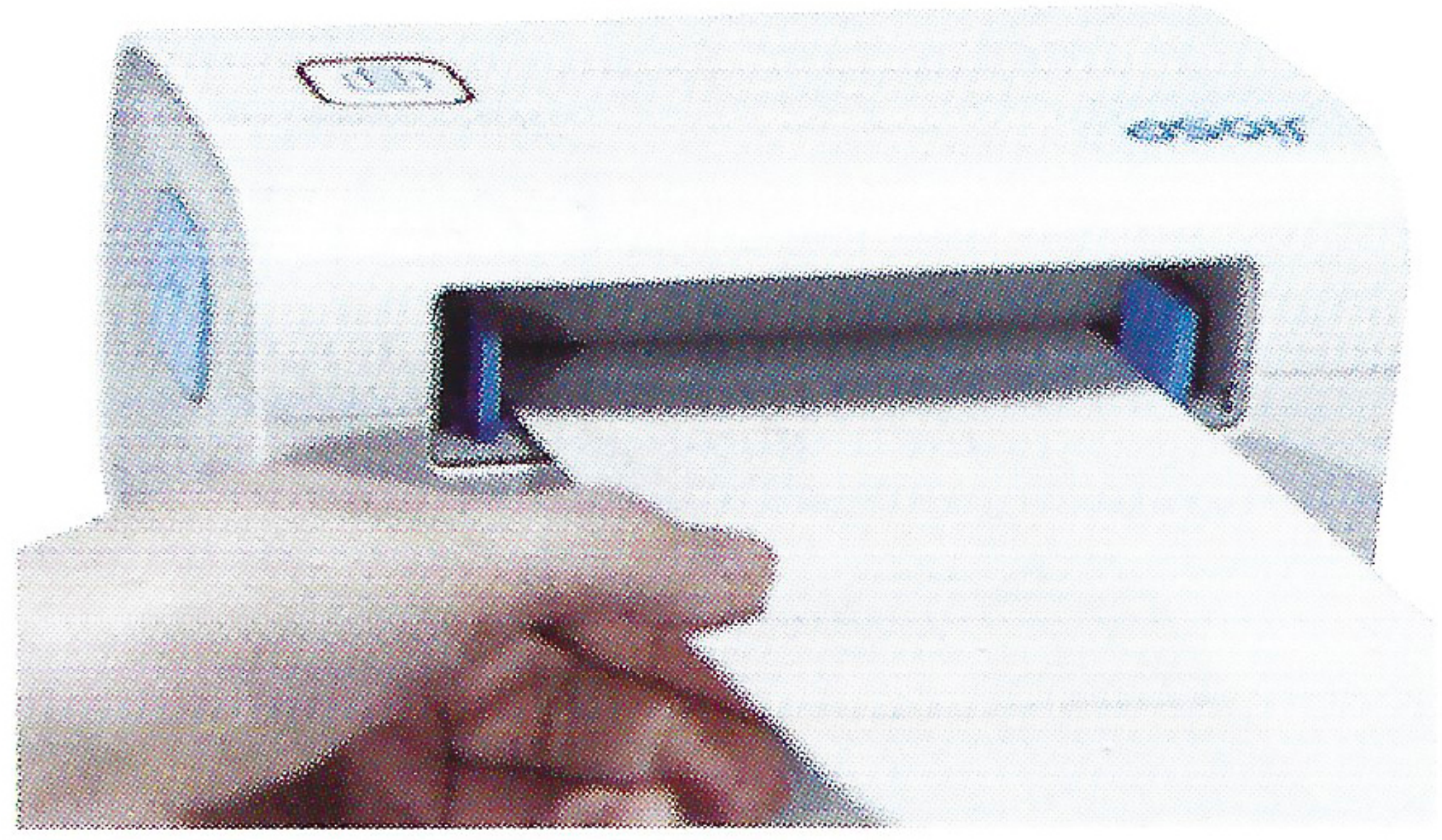
1. Automatic Label Identification

(No need to open printer while loading labels)

① Connect the printer to power, and turn it ON.
② Adjust the guide rail (see the picture a).
③ Insert the label deeply & straightly along the guide rail with no gap and deviation (see the picture b).
④ Then, the printer will automatically catch the label, and roll the first label back and forth once to identify it. Finally, it will positioned at the tear off point.



(a)



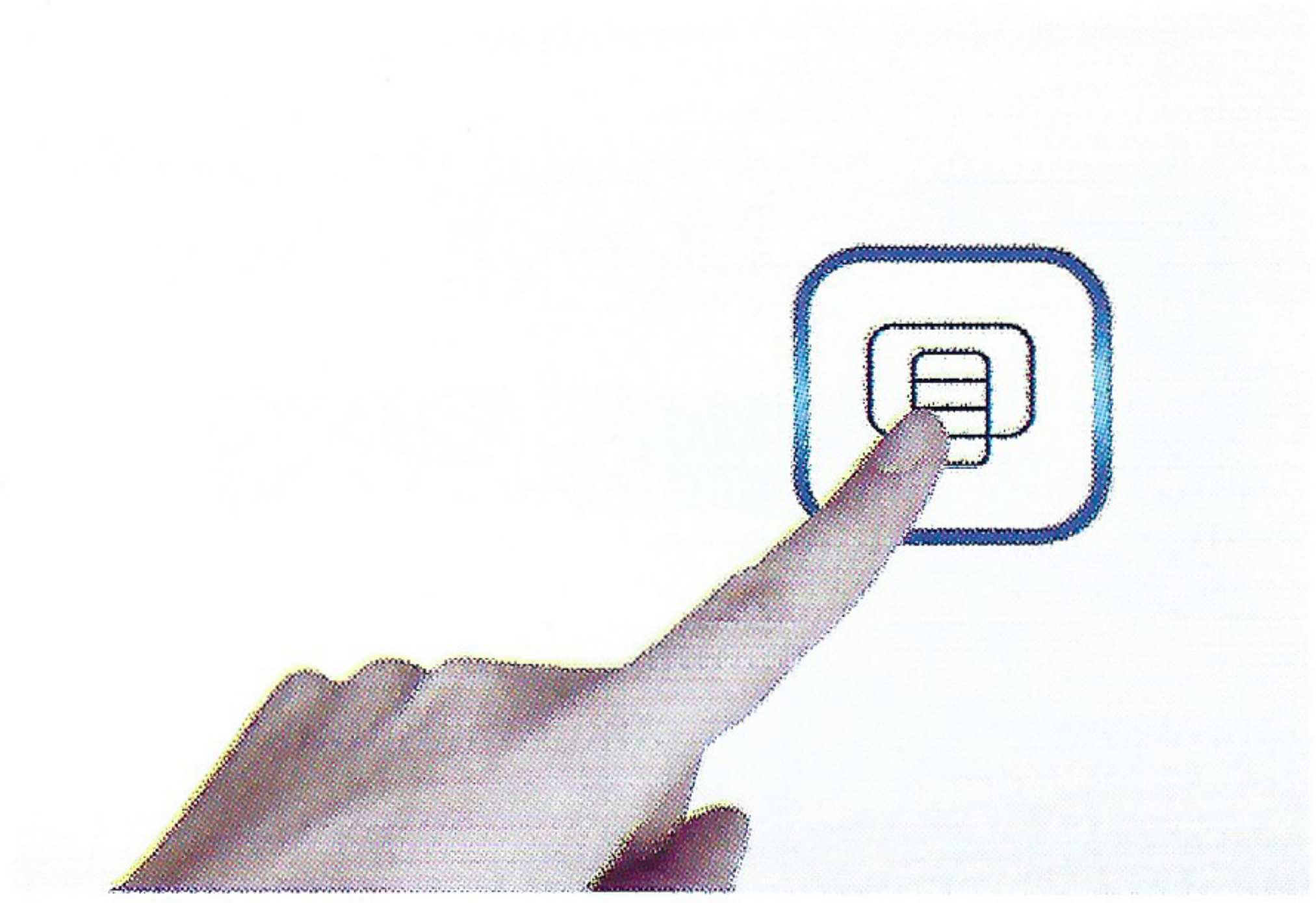
(b)

> **▶ Note**
> Print side should be facing up.

Label Setup

2. Run the Intelligent Label Study

① After the Automatic Label Identification, **press the Feed Button until you hear one beep,** then release it (see the picture c).
② The printer will move the label back and forth at the previous 2 joints of the label, to study the label size and gap size of your label (see the picture d).
③ After studying the label, the printer will positioned at the tear off point, and no waste of any blank labels.
④ Then, the printing can begin.



(c)

(d)

▶ **Note**
Every time you change the label size, please run the **Intelligent Label Study** before printing.

Specification

Method	Direct Thermal
Resolution	203 dpi, 8 dots/mm
Max Printing Speed	180 mm/s (7 inch/s)
Paper Width	40~110 mm (1.57"~4.3")
Paper Thickness	0.06~0.254 mm
Power Adapter	DC 24 V / 2A
Printing Life	TPH 100 KM
Connection	USB
Weight	1.59 lbs / 0.72 kg
Dimensions	176 x 110 x 93mm (L*W*H)
Compatible	Windows (XP and Latest) Mac (10.9 and Latest) Linux
Operating Environment	Temperature: 0 to 45 °C Humidity: 10% ~ 80%
Storage Environment	Temperature: -10 to 50 °C Humidity: 10% ~ 90% (Non condensing)

Maintenance

Printer Head Cleaning Steps:

- **Turn the printer off**, remove the power cable, and open the cover.
- **Wait until the printer head cools down**. The printer head can be very hot after printing.
- Completely **clean printer head using an alcohol swap** (not water).
- Wait **until the alcohol has completely vaporized**, then close the cover.
- Connect the power cable and **print a test page** to check if it is clean.

▶ **NOTICE**

Ensure the power is off when performing maintenance.

Do not touch or scratch the printer head surface, roller, or sensors.

Avoid gas, acetone, or other organic solvents.

Safe Notices

- The printer head can become very hot after printing labels. Do not touch the printer head.
- Do not bend the power cable excessively or place objects on the cable.
- Do not use the printer if you find any irregularities as these could result in fire or electrocution.
- Use only approved accessories and do not try to disassemble or repair the unit by yourself
- Keep the printer away from water and other objects that could penetrate the components.
- Please unplug the printer when it is not in use for long periods of time.